

**UTAH**  
**FTA PROGRAMS**  
**SURVEY OF EXISTING SERVICES**  
**MANAGEMENT REVIEW**  
***EXIT INTERVIEW***

Apply the following instructions with respect to the enclosed interview questions:

**Question Answer Abbreviations**

**Y = Yes**

**N = No**

**NA = Not Applicable**

**F/R = Findings/Recommendations Attached**

**Corrective Action Classification**

**(Enter Correction Priority (P1-P5) for each Y, N and F/R answer circled)**

**PRIORITY P1:**

Response time: Same day - Fire, life, health, safety, potential structure or vehicle damage, security, tasks or work which directly impact passenger transportation.

**PRIORITY P2:**

Response time: Usually one to two days - Disrupts or interferes with the passenger transportation process. (Burned out interior lights, damaged ADA signage, air conditioner problems, etc.)

**PRIORITY P3:**

Response time: One to two weeks - Convenience work orders or general maintenance items. (Oil change past due, dirty interior, wash office windows, etc.)

**PRIORITY P4:**

Response time: When time allows - Items which are not in need of immediate attention, but attention will improve delivery of service. (Streamline dispatch procedure, repaint bus interior, etc.)

**PRIORITY P5:**

Response time: Ongoing - Monitor and regularly evaluate. (No special attention needed at this time, but be alert to changes which will indicate need for corrective measures.)

**Brief notes concerning priorities and discussion should be kept by both reviewer and manager.**

**Revised 2/26/99**

Agency Name \_\_\_\_\_  
Contact Person \_\_\_\_\_  
Date \_\_\_\_\_

**FTA FUNDED FACILITIES AND PROPERTY MANAGEMENT**

<b>Y</b>	<b>N</b>	<b>NA</b>	<b>F/R</b>	M 1.	Physical observation indicates that property and facilities are being used as authorized in approved grants and contracts.	_____ _____ _____
<b>Y</b>	<b>N</b>	<b>NA</b>	<b>F/R</b>	M 2.	Provider facilities are accessible to persons with disabilities.	_____ _____ _____
<b>Y</b>	<b>N</b>	<b>NA</b>	<b>F/R</b>	M 3.	Fire, safety, health, and environmental practices and assurances are current for all facilities.	_____ _____ _____
<b>Y</b>	<b>N</b>	<b>NA</b>	<b>F/R</b>	M 4.	Facility use or lease agreements are current for all facilities.	_____ _____ _____
<b>Y</b>	<b>N</b>	<b>NA</b>	<b>F/R</b>	M 5.	All property is permanently tagged or has stamped identification number.	_____ _____ _____
<b>Y</b>	<b>N</b>	<b>NA</b>	<b>F/R</b>	M 6.	There is a current, complete physical inventory of all equipment.	_____ _____ _____
<b>Y</b>	<b>N</b>	<b>NA</b>	<b>F/R</b>	M 7.	Observation indicates that property is adequately protected from theft, deterioration, and damage.	_____ _____ _____

<b>Y N NA F/R</b>	M 8.	Large inventories are adequately controlled.
		<hr/> <hr/> <hr/>
<b>Y N NA F/R</b>	M 9.	There is physical protection insurance coverage on property.
		<hr/> <hr/> <hr/>
<b>Y N NA F/R</b>	M10.	When property is disposed of, the Federal and/or State share of the proceeds is properly accounted for.
		<hr/> <hr/> <hr/>
<b>Y N NA F/R</b>	M11.	There is change in agency structure that disallows compliance with 49 CFR 29.510, Debarment. Refer to Category I.C.*
		<hr/> <hr/> <hr/>
<b>Y N NA F/R</b>	M12.	Equal facilitation of transportation provision is practiced in accord with 49 CFR Parts 37 and 38.
		<hr/> <hr/> <hr/>
<b>Y N NA F/R</b>	M13.	The Nondiscrimination Assurance previously signed is currently practiced as required by 49 CFR part 21 as described by Category I.F.*
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§5310 Contractors

**Y N NA F/R**

a. Is UDOT in receipt of your current annual Certifications and report?

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**Y N NA F/R**

b. Do you have a file dedicated to Title VI complaints? Is it current?

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**Y N NA F/R**

c. In your work place, are there blank complaint forms posted in a public place that contain the steps to file a Title VI grievance?

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**Y N NA F/R**

d. Were there any Title VI complaints filed in the last 12 months? If so, did you send a copy to UDOT?

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**Y N NA F/R**

e. Are you complying with Section 504 regs. and ADA as set forth In 49 CFR parts 27,37, and 38 with regard to:

1. Prohibiting discrimination against persons with disabilities?

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2. Accessible vehicles? (unless able to provide equal facilitation).

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3. Driver training in wheelchair lift operations.

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4. Driver training in sensitivity.

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**Y N NA F/R**

f. Do you have a file dedicated to the description of all pending applications for financial assistance, and all financial assistance currently provided by other federal agencies? Is it current?

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§5311 Contractors

**Y N NA F/R**

a. Is your agency current on their Title VI reporting? (Update due every 3 years).

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**Y N NA F/R**

b. Have you had any Title VI complaints filed? If so, have they been incorporated into your current Title VI report?

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**Y N NA F/R**

c. Does your agency have a Title VI monitoring program in place?

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d. Does the program include the Following:

**Y N NA F/R**

1. Current and up-to-date file dedicated to Title VI issues?

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2. Posters displayed in public viewing area that include:

**Y N NA F/R**

a. Statements that your agency operates programs subject to the nondiscrimination requirements of Title VI as outlined in UMTA C4702.1 Appendix D.

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**Y N NA F/R**

b. Explanation of how to obtain Title VI information.

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**Y N NA F/R**

c. Brief explanation for filing a complaint.

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**Y N NA F/R**

3. Complaint forms are available and contain the information necessary to file.

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**Y N NA F/R**

e. Does your service area contain a significant number or portion of the population eligible to be served, require service or information in a language other than English to participate in FTA assisted programs? If yes, do you take reasonable steps to provide information in appropriate languages?

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**Y N NA F/R**

f. If requested, do you offer your reports, schedules, and any other pertinent data in alternative forms? (Such as larger print, TDD, interpreters at public meetings?)

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**Y N NA F/R**

g. Any and all licenses, leases, permits, or similar instruments entered into by your agency includes specific language and clauses as outlined in FTA circular# C 4702.1 appendix C.

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**Y N NA F/R**

M14. The assurance of Nondiscrimination on the Basis of Disability attested to by the agency, is in accord with 49CFR part 27 and meets the tests of Category I.G.\*

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**Y N NA F/R**

M15. Procurement practices conform with FTA Circular 4220.1D. Consult Category I.H.\*

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**Y N NA F/R**

M16. Lobbying Certification is current as required by 49 CFR 20.110 as defined in Category II.A.\*

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**Y N NA F/R**

M17. U.S.C. 5323(A)(B)&(C), Effects on Private Mass Transportation Companies requirements were executed prior to current business practice and concurs with Category III\* instruction.

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**Y N NA F/R**

M18. Project public hearings were conducted as directed by U.S.C. 5323 (b) as described in Category IV.\*

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<b>Y N NA F/R</b>	M19.	Pre-Award & Post-Delivery Audits of project equipment are conducted per 49 CFR part 663 as described in Category V.*
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<b>Y N NA F/R</b>	M20.	Bus Testing procedures are conducted as directed by 49 CFR part 665 and Category VI*.
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<b>Y N NA F/R</b>	M21.	The Charter Service Agreement is exercised per 49 CFR part 604 directions and Category VII.*
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<b>Y N NA F/R</b>	M22.	The School Bus Agreement is current and practiced in accordance Category VIII* as directed by 49 CFR part 605.
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<b>Y N NA F/R</b>	M23.	Category IX* describes requirements of Demand Response Service implementation according to 49 CFR 37.77 regulation. Is the project managed with respect to these regulations?
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<b>Y N NA F/R</b>	M24.	Section 5311 Special Warranty process implemented and practiced in accord with U.S.C. 5333(b) requirements (29 CFR Part 215).
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<b>Y N NA F/R</b>	M25.	Substance Abuse §5311- Alcohol Testing and anti-drug program policy developed and practiced in accordance with 49 CFR part 654 and 49 CFR part 653 as described by Category X.A.* X.B.,* respectively.
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<b>Y N NA F/R</b>	M26.	Substance Abuse §5311- Conduct drug and alcohol use testing according to 49 CFR part 40.
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Y N NA F/R	M27. Controlled substances and alcohol use and testing, §5310 - FHWA testing procedures practice in accord with 49 CFR part 382 and 49 CFR part 40.
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Y N NA F/R	M28. Real Property Assurances are practiced as specified in Category XI.A,B & C with regards to:
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a. Relocation - 49 CFR part 24;

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b. Flood Insurance - 42 U.S.C. 4012a(a);

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c. Seismic Assurance - 49 CFR 41.117(d).

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\*Refer to current Federal Register Notice Part III entitled, “ Fiscal Year Annual List of Certifications and Assurances for Federal Transit Administration Grants and Cooperative Agreements; Notice,” for Category content.

**COMMENTS**

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## **OPERATIONS AND SERVICE PROVISION**

<b>Y N NA F/R</b>	S 1.	A person qualified by training or experience is designated to supervise the transportation activity. <hr/> <hr/> <hr/>
<b>Y N NA F/R</b>	S 2.	Daily operations are monitored. <hr/> <hr/> <hr/>
<b>Y N NA F/R</b>	S 3.	Specific operations policies and procedures have been established and are practiced, including the geographic area to be covered, routes and schedules for providing service, formal personnel job descriptions, including drug and alcohol testing. <hr/> <hr/> <hr/>
<b>Y N NA F/R</b>	S 4.	Satisfactory procedures including use of radios have been established to conduct scheduling and dispatching functions. <hr/> <hr/> <hr/>
<b>Y N NA F/R</b>	S 5.	The assignment of drivers and vehicles is systematic with service demands, equipment, training, and other relevant factors. <hr/> <hr/> <hr/>
<b>Y N NA F/R</b>	S 6.	What types of streets and patterns of traffic are in the system's service area and is the scheduling and dispatching consistent with these factors? <hr/> <hr/> <hr/>
<b>Y N NA F/R</b>	S 7.	Scheduling and dispatching are coordinated with other functional areas such as planning and marketing. <hr/> <hr/> <hr/>

<b>Y N NA F/R</b>	S 8.	Assurance has been provided that the transportation service is accessible to persons with disabilities.
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<b>Y N NA F/R</b>	S 9.	Provider effectively coordinates services with other public and private service providers.
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**FLEET CHARACTERISTICS**

<b>Y N NA F/R</b>	S10.	Are the vehicles used appropriately for type of service and scheduling patterns?
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<b>Y N NA F/R</b>	S11	Satisfactory procedures have been established to provide “back-up” transportation capability in the event of unscheduled vehicle or equipment repairs.
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<b>Y N NA F/R</b>	S12.	If wheelchairs are being transported, satisfactory locking mechanisms have been installed to secure the wheelchair as well as the person being transported.
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**COMMENTS**

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## **MAINTENANCE**

<b>Y N NA F/R</b>	P 1.	Vehicles are clean and outward appearance is good. <hr/> <hr/> <hr/>
<b>Y N NA F/R</b>	P 2.	Indications of oil leakages are not excessive. <hr/> <hr/> <hr/>
<b>Y N NA F/R</b>	P 3.	Engine smoking is not excessive. <hr/> <hr/> <hr/>
<b>Y N NA F/R</b>	P 4.	Is there a written statement of policy governing maintenance? <hr/> <hr/> <hr/>
<b>Y N NA F/R</b>	P 5.	Is there a maintenance plan consistent with maintenance policy? <hr/> <hr/> <hr/>
<b>Y N NA F/R</b>	P 6.	Does the plan at least meet the minimum maintenance recommendations of UDOT “RPMS?” <hr/> <hr/> <hr/>
<b>Y N NA F/R</b>	P 7.	All work required by manufacturer’s warranty provision is being or has been performed. <hr/> <hr/> <hr/>
<b>Y N NA F/R</b>	P8.	Are warranty claims, if any, pursued effectively and promptly to conclusion? <hr/> <hr/> <hr/>
<b>Y N NA F/R</b>	P 9.	Are preventive maintenance entries being made in appropriate files? <hr/> <hr/> <hr/>

<b>Y N NA F/R</b>	P10.	Are they conducted at the required mileages?
		<hr/> <hr/> <hr/>
<b>Y N NA F/R</b>	P11.	Are logs being completely filled out?
		<hr/> <hr/> <hr/>
<b>Y N NA F/R</b>	P12.	Are additional maintenance analyses being performed, e.g., periodic engine oil analysis?
		<hr/> <hr/> <hr/>
<b>Y N NA F/R</b>	P13.	Are there indicators of repetitive occurrences of a particular type of problem in any one make of rolling stock?
		<hr/> <hr/> <hr/>
<b>Y N NA F/R</b>	P14.	Are there repetitive occurrences (parts failures, road calls, others) of a particular type of failure fleetwide?
		<hr/> <hr/> <hr/>
<b>Y N NA F/R</b>	P15.	Maintenance personnel are qualified by training or experience.
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<b>Y N NA F/R</b>	P16.	Is training of maintenance personnel for equipment operation (wrecker, special tools, others) adequate?
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COMMENTS

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## **SAFETY**

<b>Y N NA F/R</b>	T 1.	Is there a properly conducted pre-trip inspection program in place?
		_____
		_____
		_____
<b>Y N NA F/R</b>	T 2.	Are deficiencies noted in pre-trip inspections repaired or corrected in a timely manner and properly reviewed by management?
		_____
		_____
		_____
<b>Y N NA F/R</b>	T 3.	Do maintenance personnel periodically inspect vehicles for defect?
		_____
		_____
		_____
<b>Y N NA F/R</b>	T 4.	Documentation is maintained which verifies that all drivers of vehicles (owned, leased, volunteer) have:
		(a) A valid appropriate vehicle operator's license.
		_____
		(b) A minimum of one year's driving experience with vehicles similar to those to be operated for the project, or satisfactory completion of a training program prior to actual passenger transportation.
		_____
		(c) A safe driving record acceptable for insurance coverage.
		_____
		(d) Completed American Red Cross or first aid program to handle emergency health situations and accidental injuries.
		_____
	T 4.	(e) Training in "Defensive Driving Techniques."
		_____
		(f) Training in "Passenger Assistance Techniques" including wheelchair lift operations and securement devices.
		_____
		_____

<b>Y</b>	<b>N</b>	<b>NA</b>	<b>F/R</b>	T 5.	Satisfactory procedures have been established to assure that project sponsored volunteers, whether reimbursed for expenses or not, driving privately-owned vehicles have:
				(a)	A valid vehicle operator's permit.
				(b)	A safe driving record.
				(c)	Personal automobile liability coverage and excess liability insurance coverage.
<b>Y</b>	<b>N</b>	<b>NA</b>	<b>F/R</b>	T 6.	A procedure to handle emergencies (both medical and accidents) is in place.
<b>Y</b>	<b>N</b>	<b>NA</b>	<b>F/R</b>	T 7.	Emergency evacuation procedures are posted and routinely practiced.
<b>Y</b>	<b>N</b>	<b>NA</b>	<b>F/R</b>	T 8.	Do the safety records indicate an upward trend in the number of accidents or passenger injuries?
<b>Y</b>	<b>N</b>	<b>NA</b>	<b>F/R</b>	T 9.	Is there a safety and job performance awards program?

COMMENTS:

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